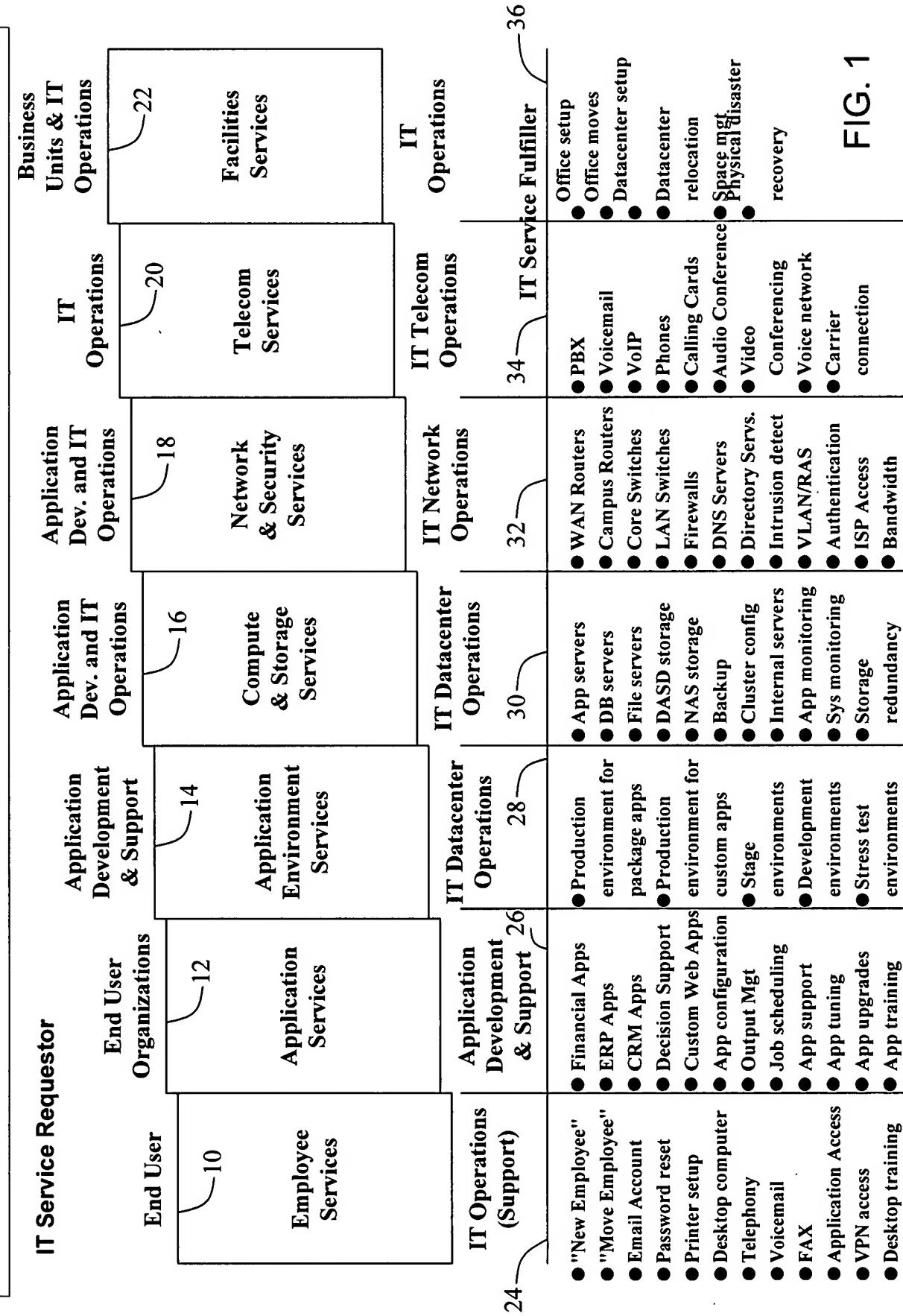




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REPLACEMENT SHEET

Centrata IT Services Catalog (Reference Implementation)

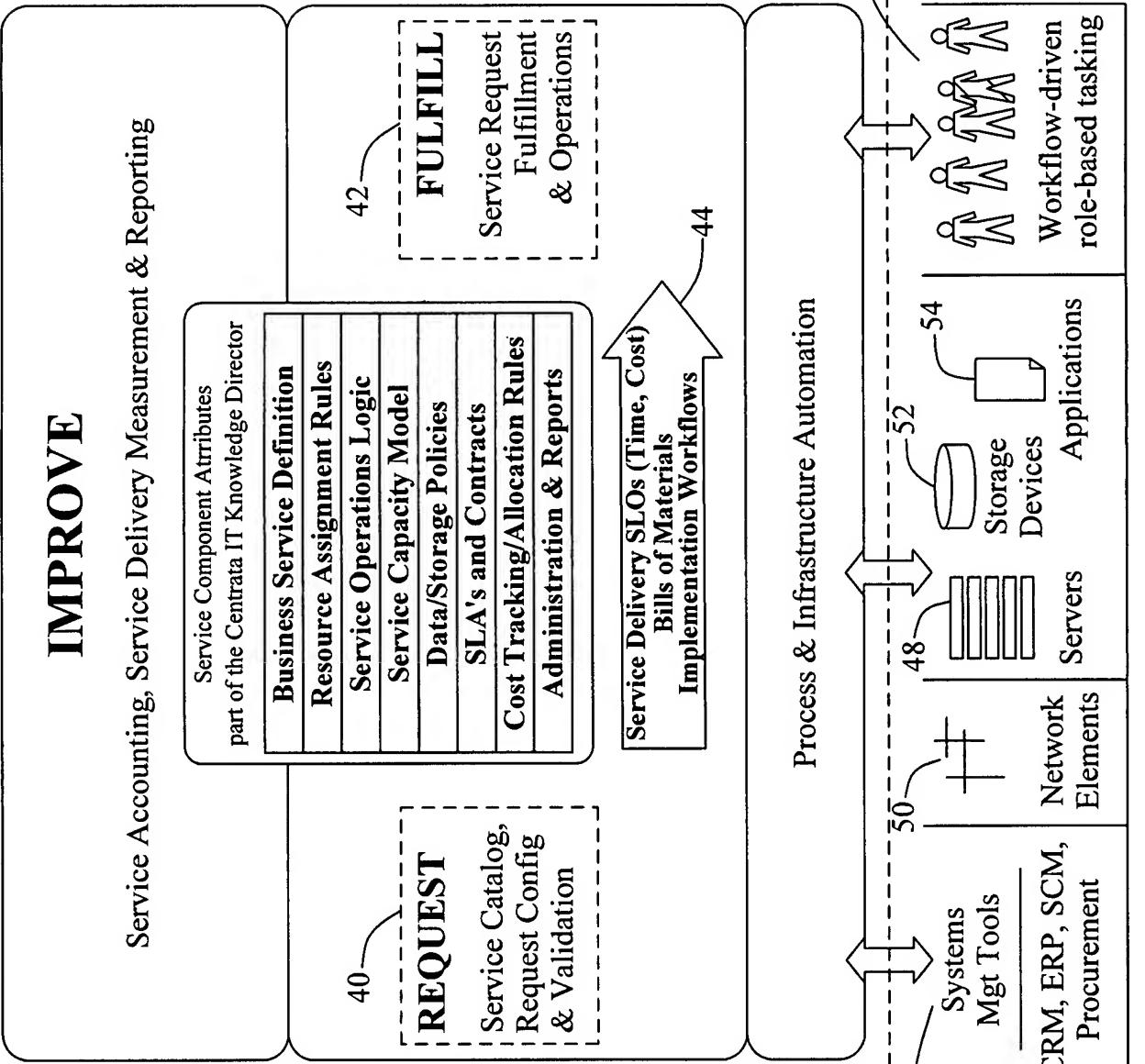


REPLACEMENT SHEET

IMPROVE

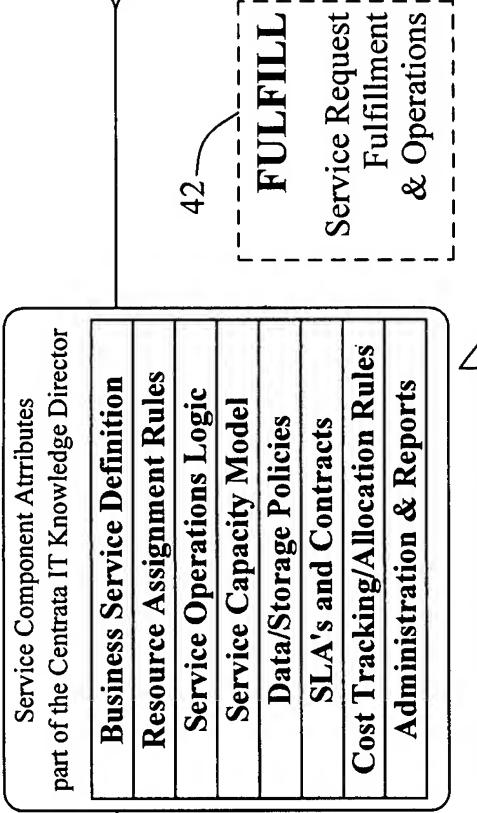
Service Accounting, Service Delivery Measurement & Reporting

FIG. 2

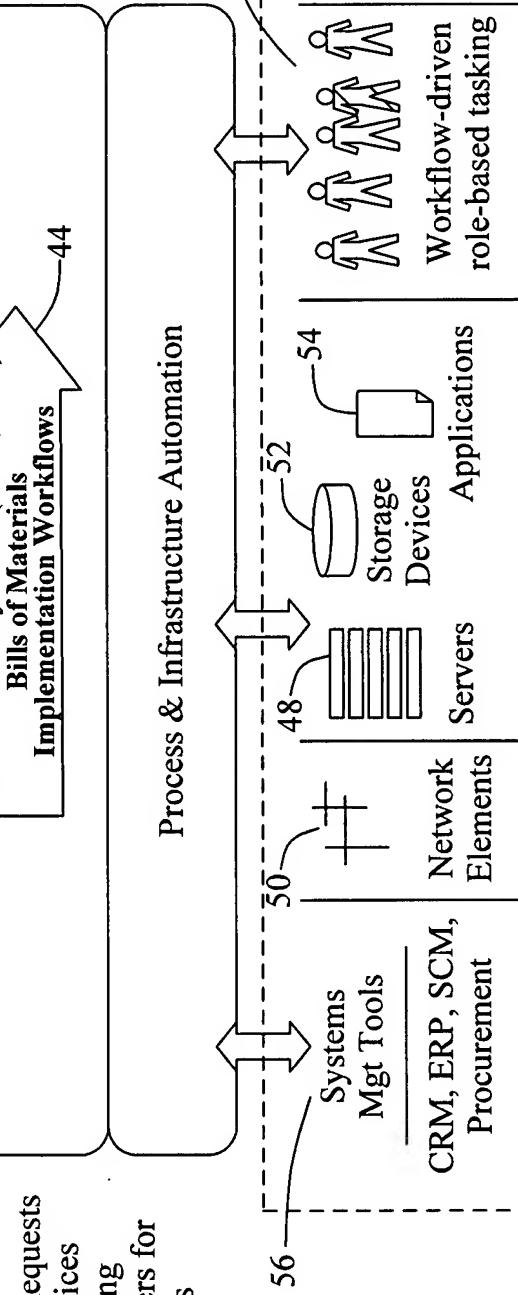
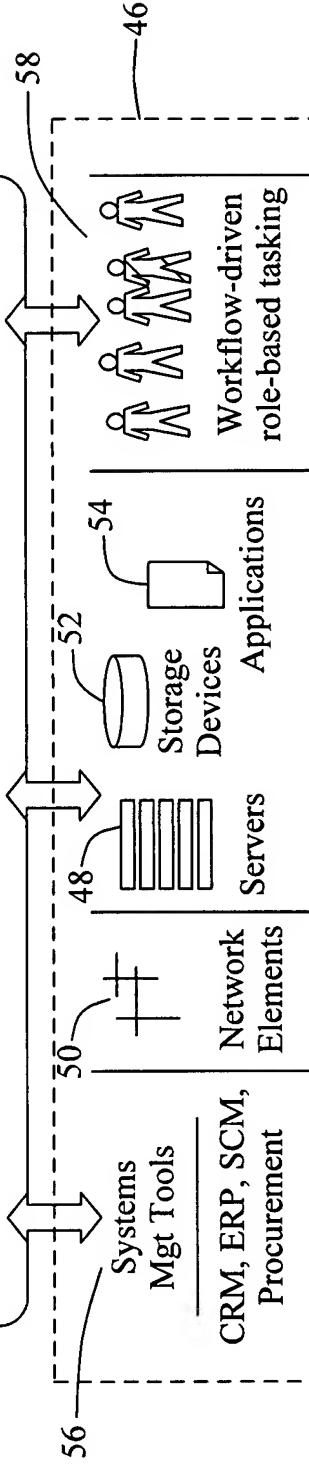


Business Requests
for IT Services
incorporating
TCO Drivers for
the services

part of the Centrata IT Knowledge Director



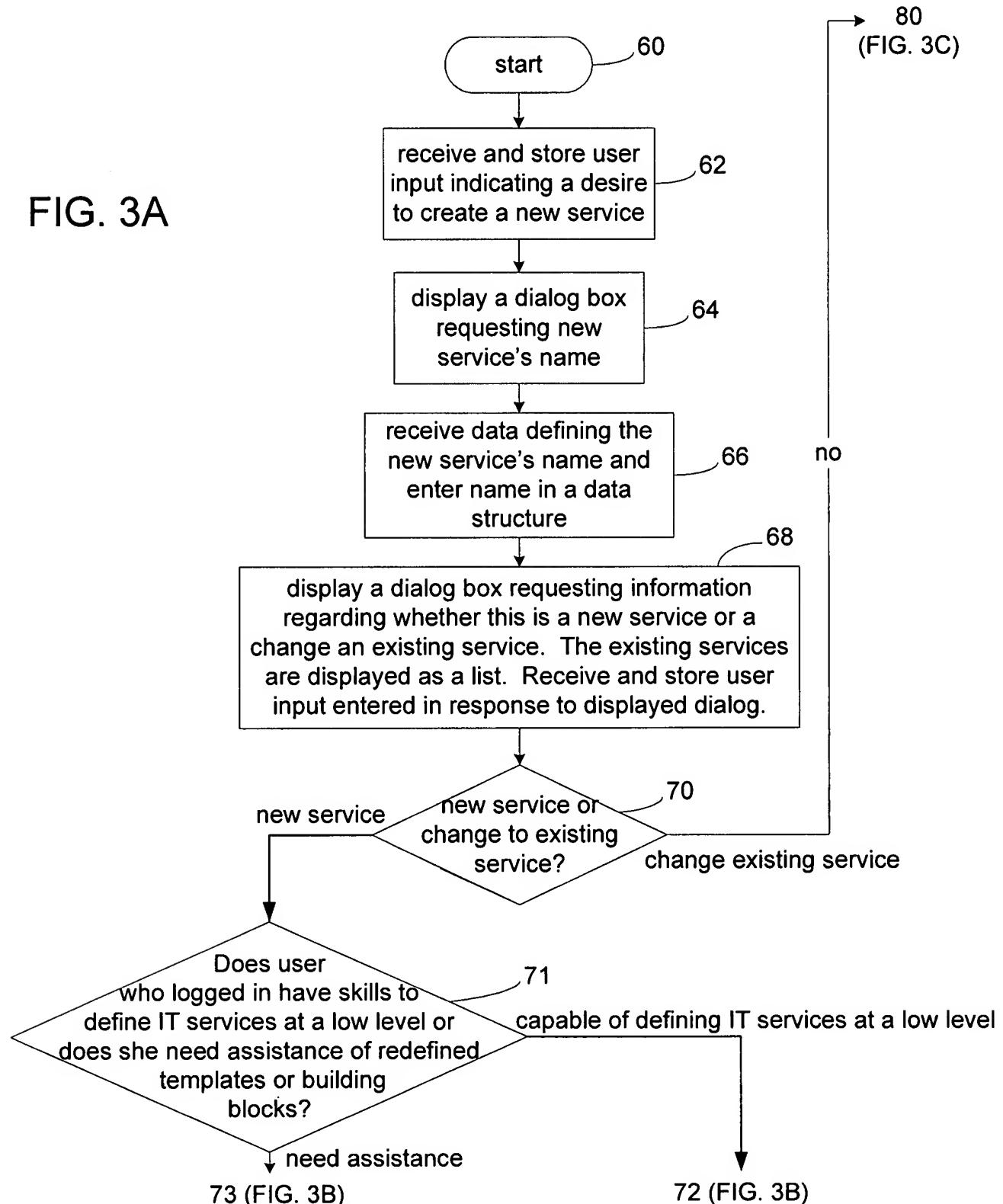
Service Delivery SLOs (Time, Cost)
Bills of Materials
Implementation Workflows



REPLACEMENT SHEET

PROCESS CARRIED OUT BY A COMPUTER TO INTERACT WITH AN IT PROFESSIONAL TO BUILD A SERVICE CATALOG

FIG. 3A

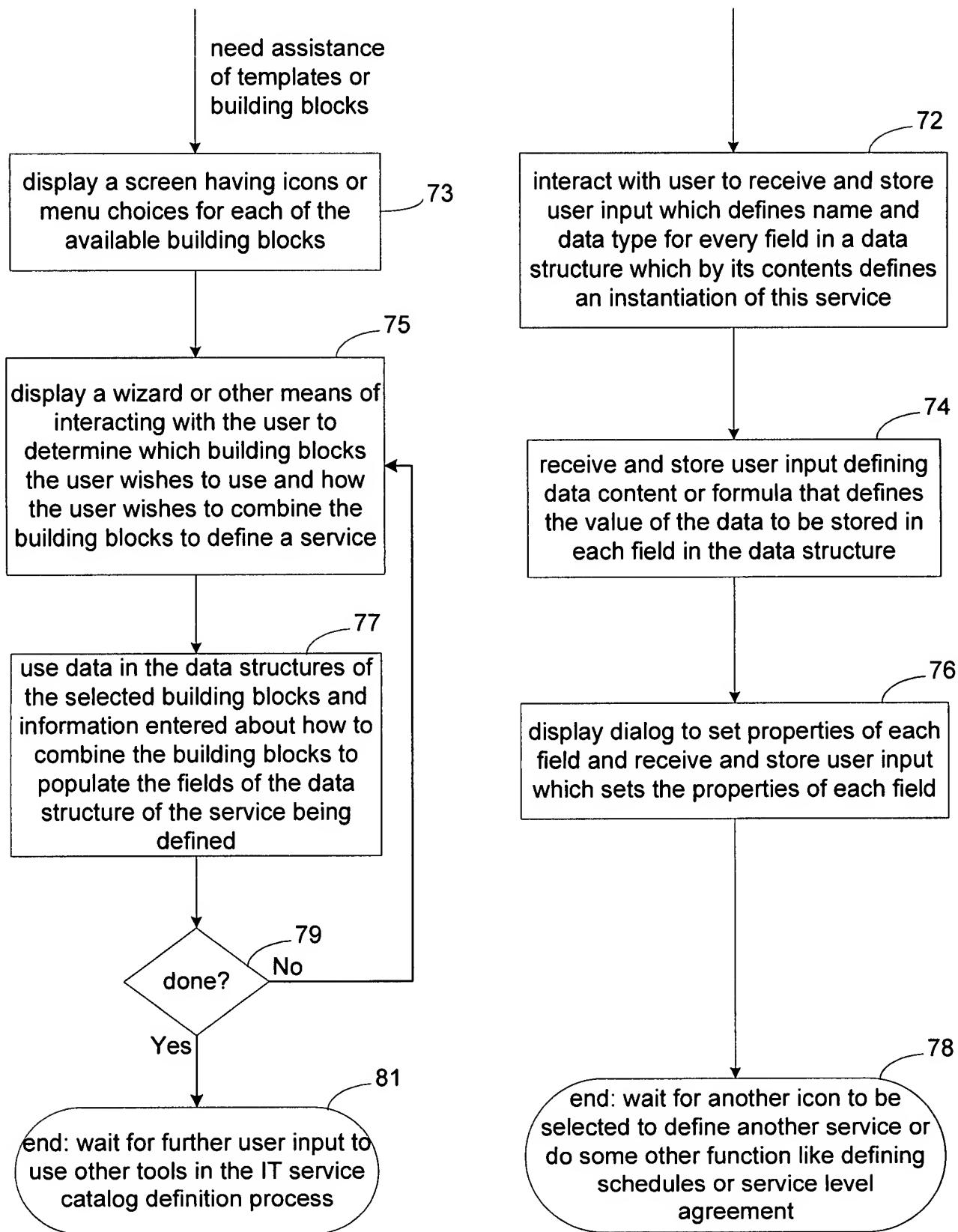


REPLACEMENT SHEET

71 (FIG. 3A)

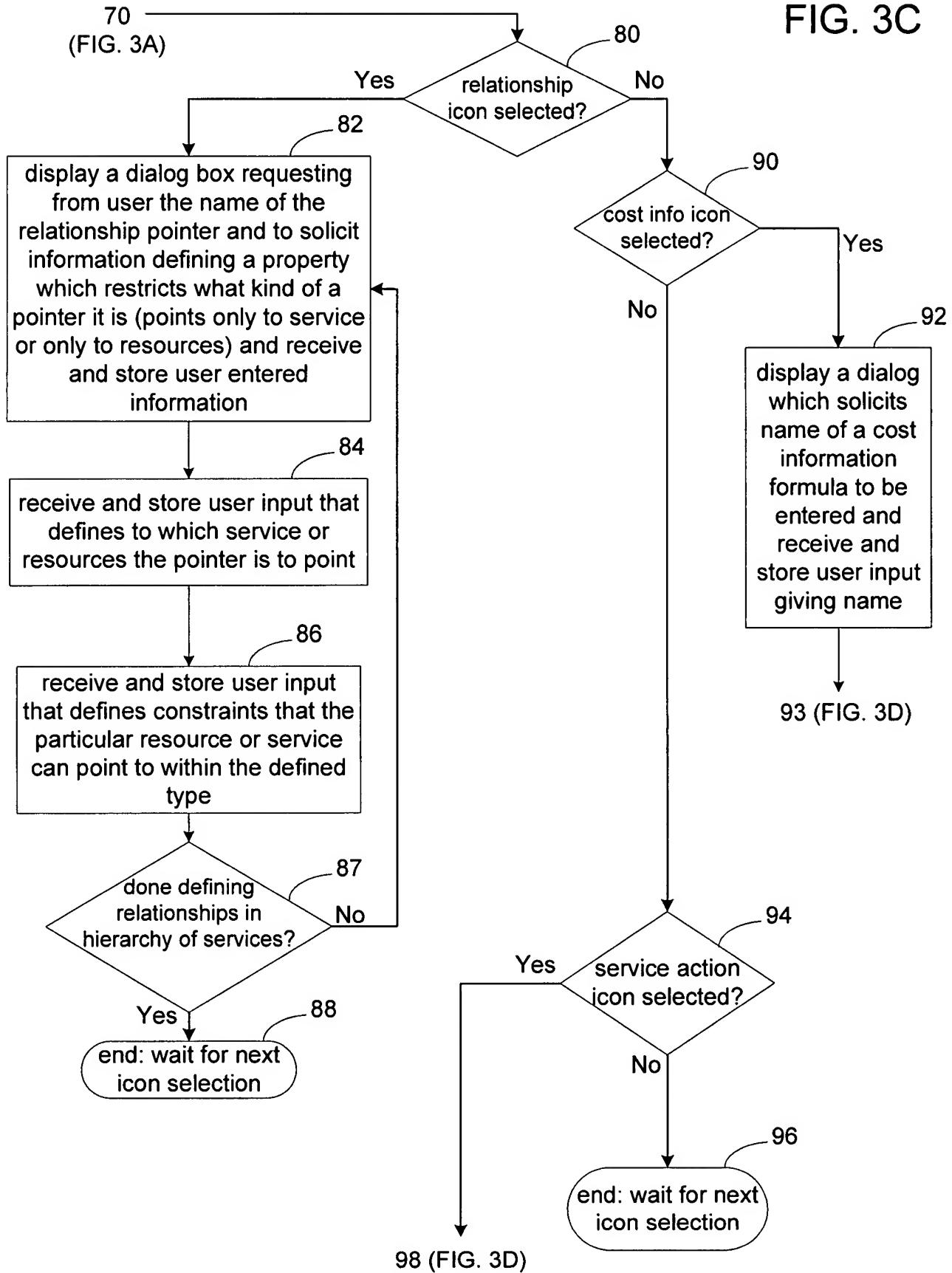
FIG. 3B

71 (FIG. 3A)



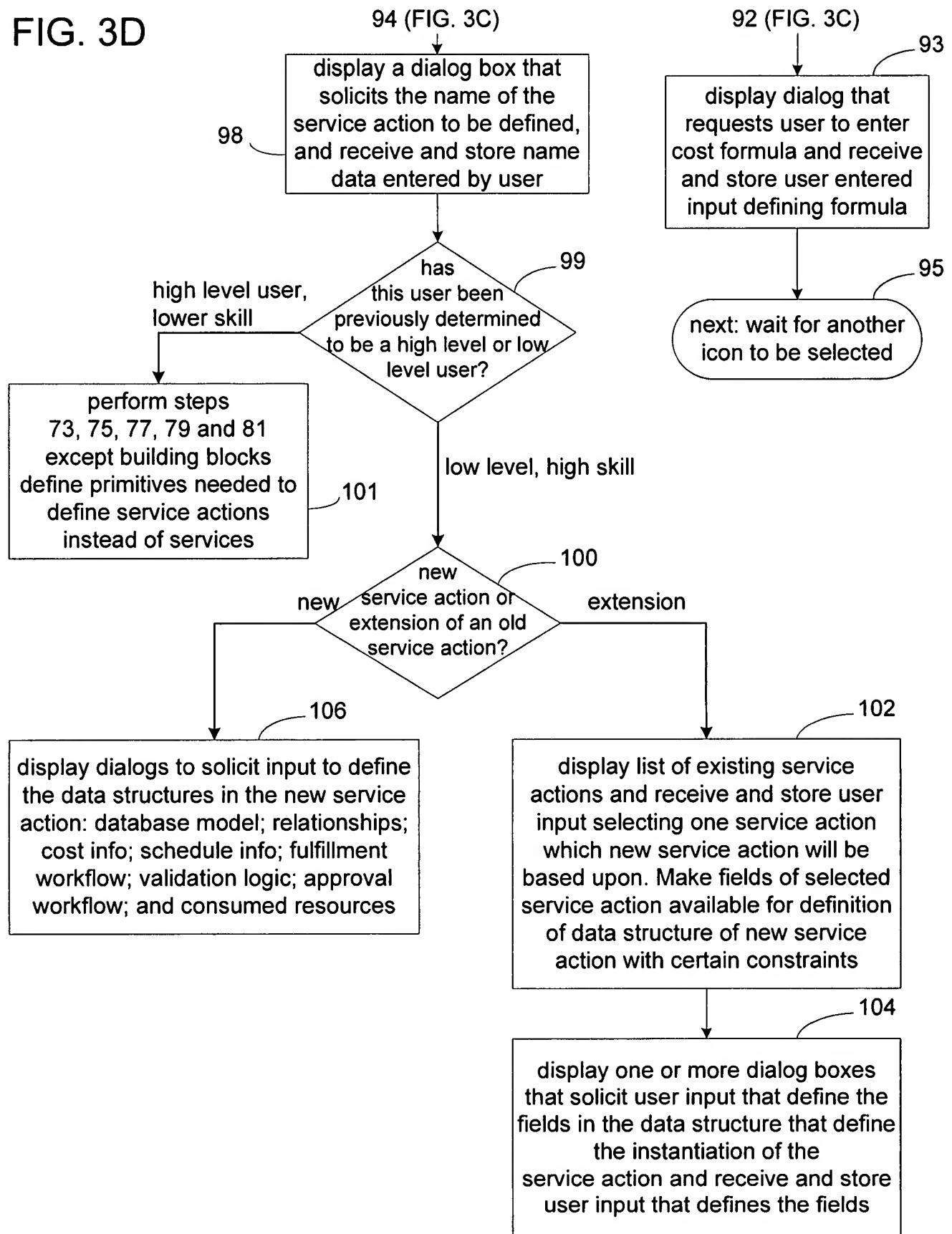
REPLACEMENT SHEET

FIG. 3C



REPLACEMENT SHEET

FIG. 3D



REPLACEMENT SHEET

IT Service Requestor

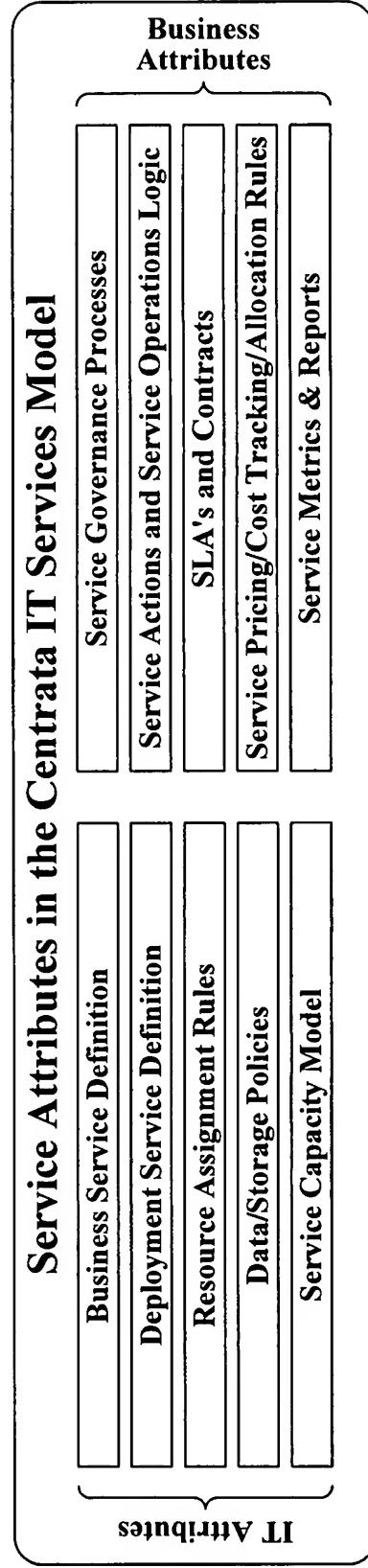
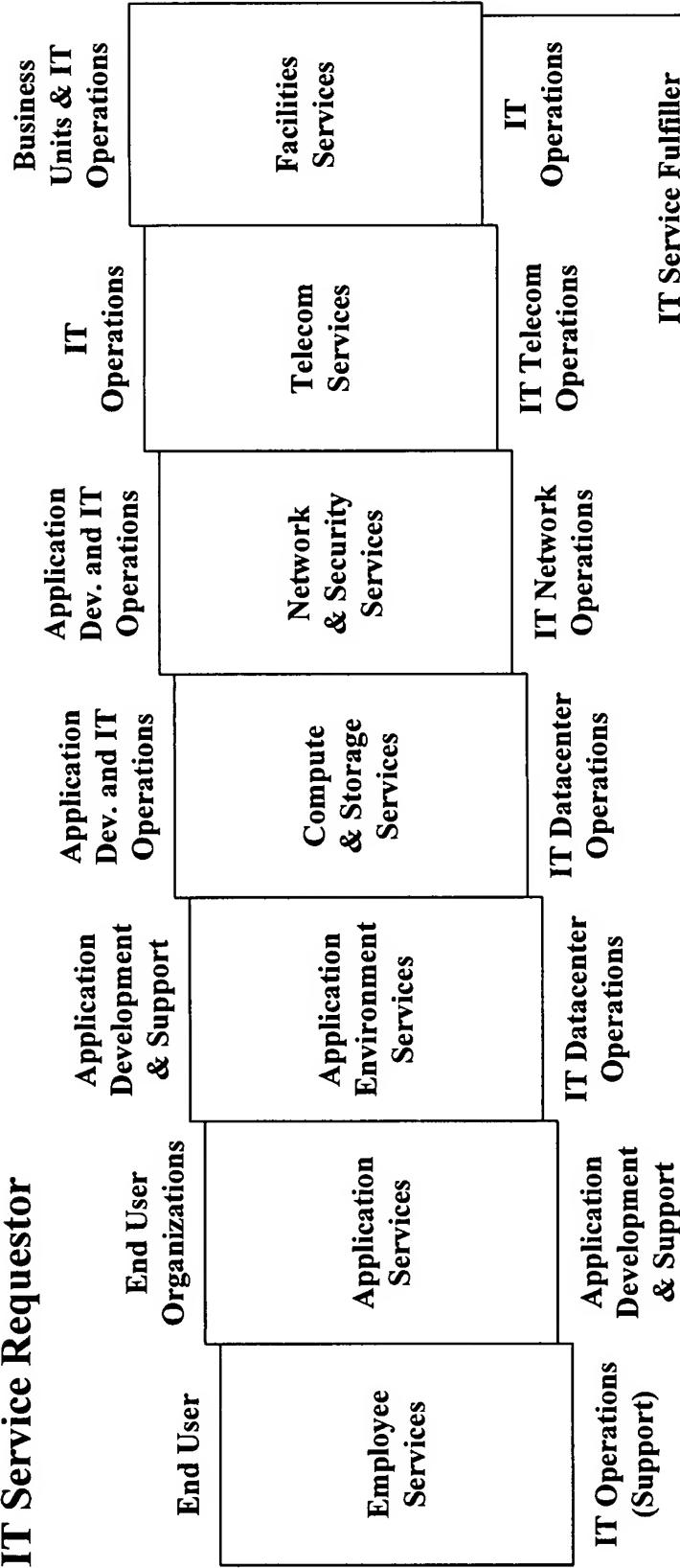


FIG. 4

REPLACEMENT SHEET

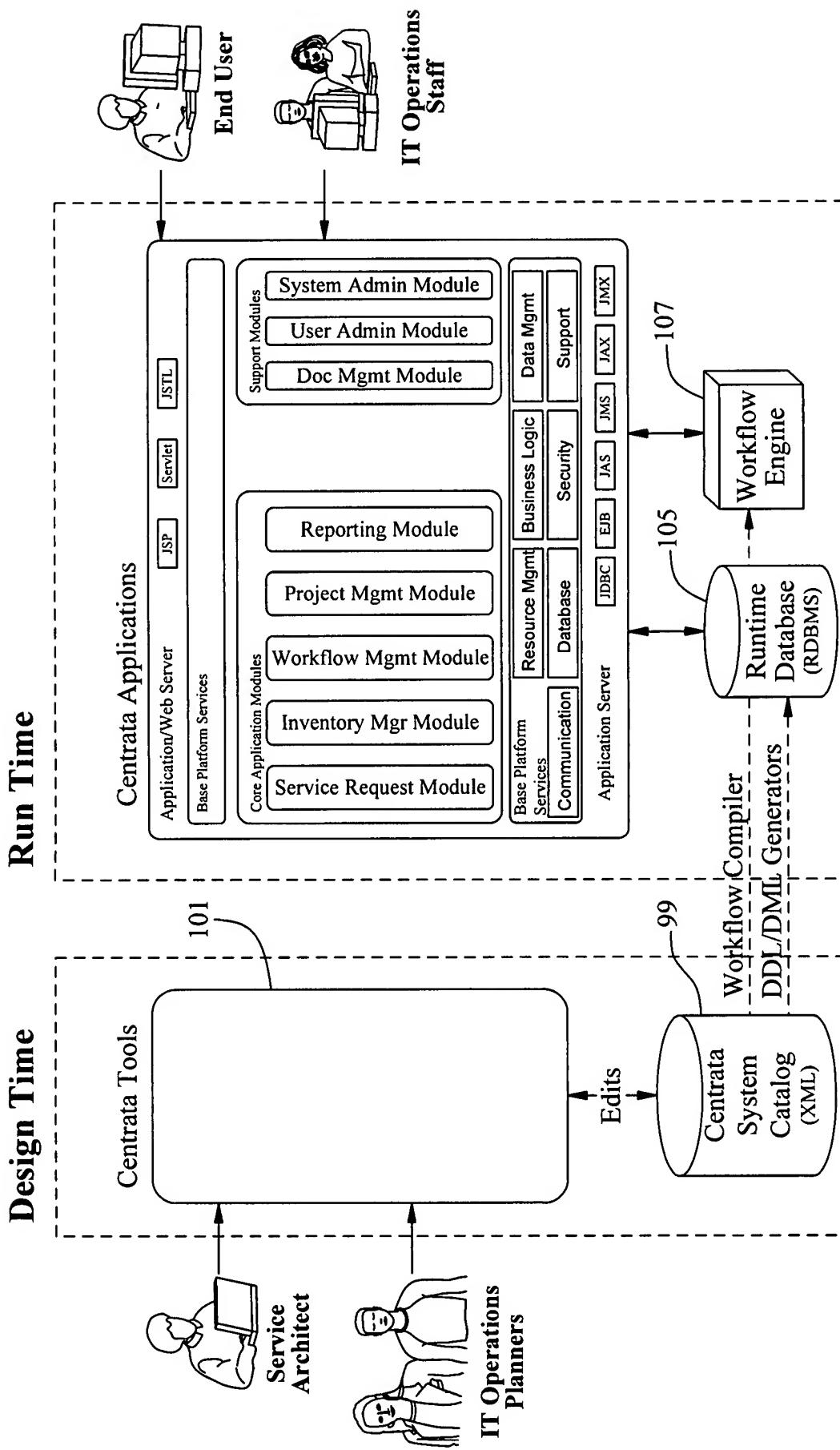
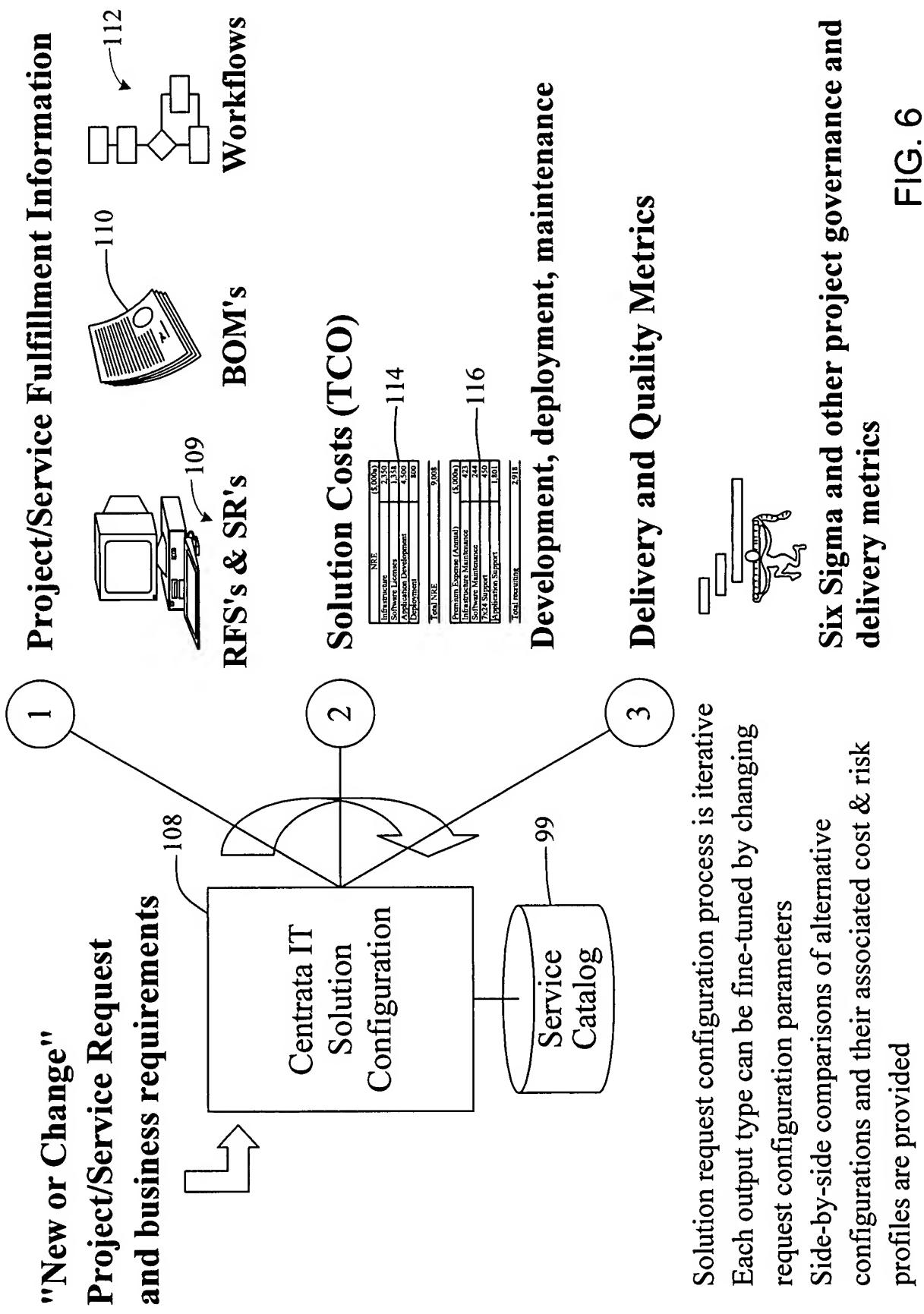


FIG. 5

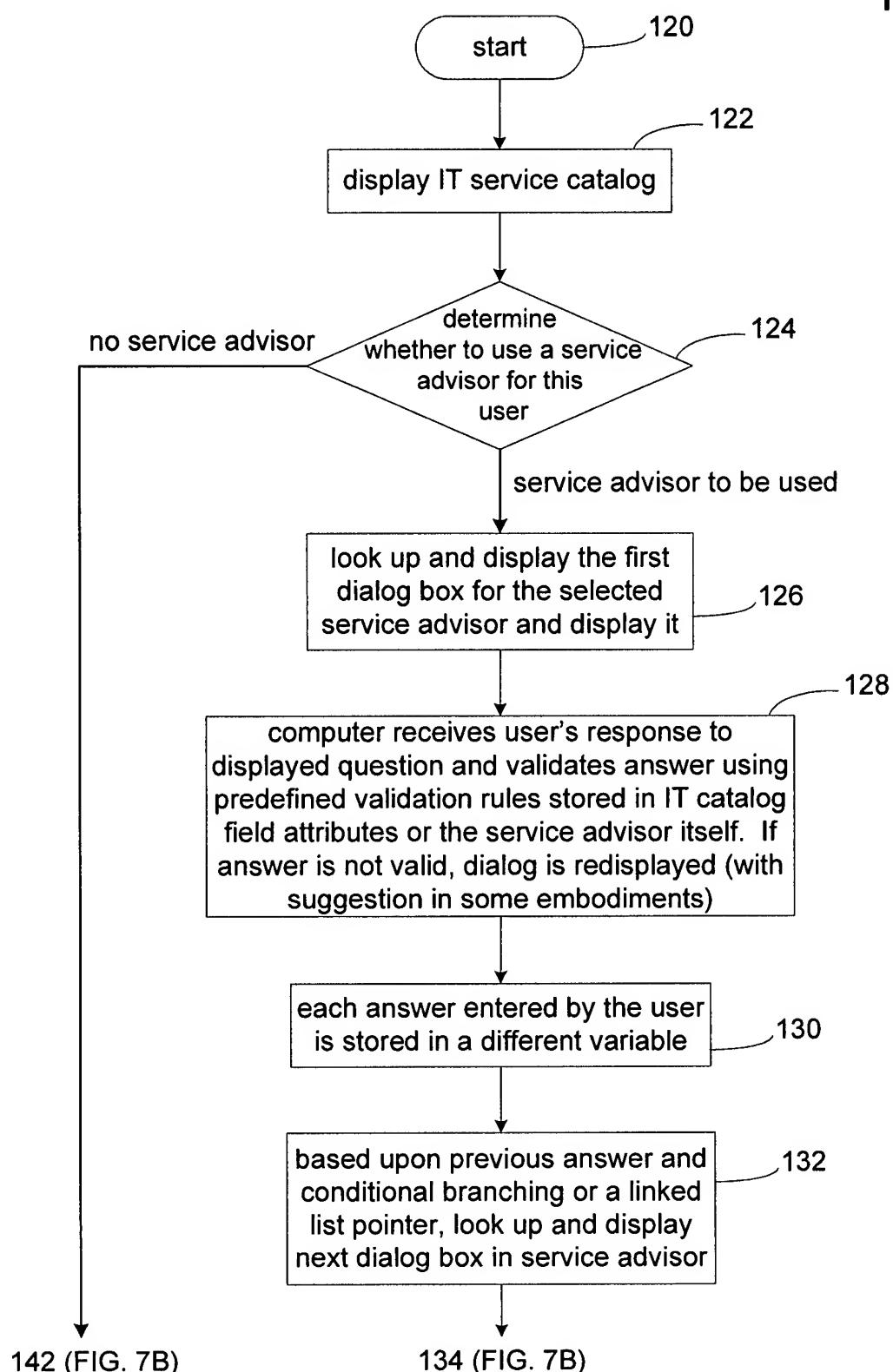
REPLACEMENT SHEET



REPLACEMENT SHEET

CONFIGURATION PROCESS TO RECEIVE AND VALIDATE
USER REQUESTS FOR IT SERVICES AND CONVERT THEM
TO SPECIFICATIONS FOR A FULFILLMENT PROCESS

FIG. 7A

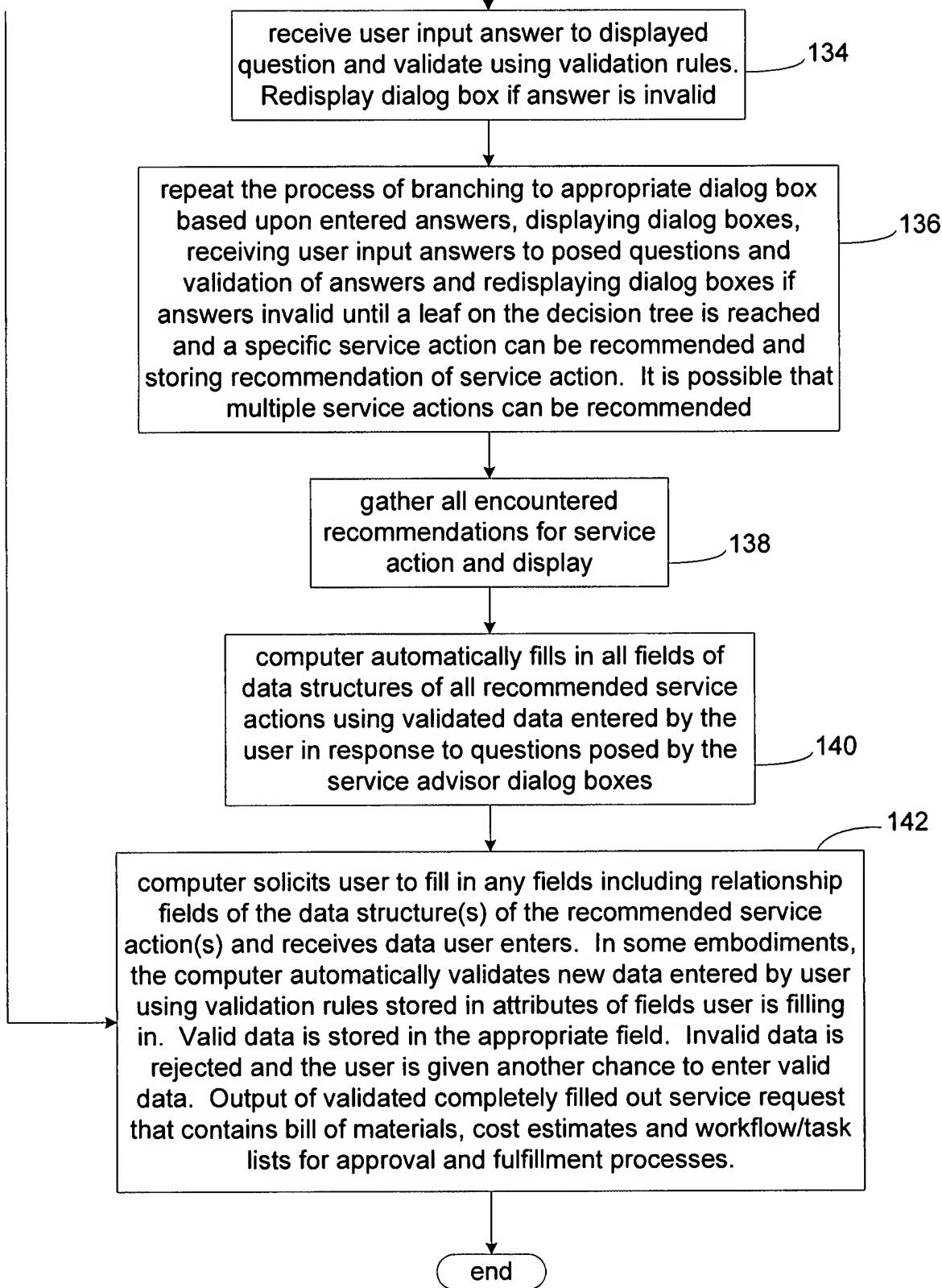


REPLACEMENT SHEET

132 (FIG. 7A)

FIG. 7B

124 (FIG. 7A)



REPLACEMENT SHEET

THRESHOLD APPROVAL PROCESS TO OBTAIN MANAGEMENT APPROVAL FOLLOWED BY FULFILLMENT PROCESS TO GENERATE WORKFLOWS TO BRING INSTANCE OF REQUESTED SERVICE INTO EXISTANCE

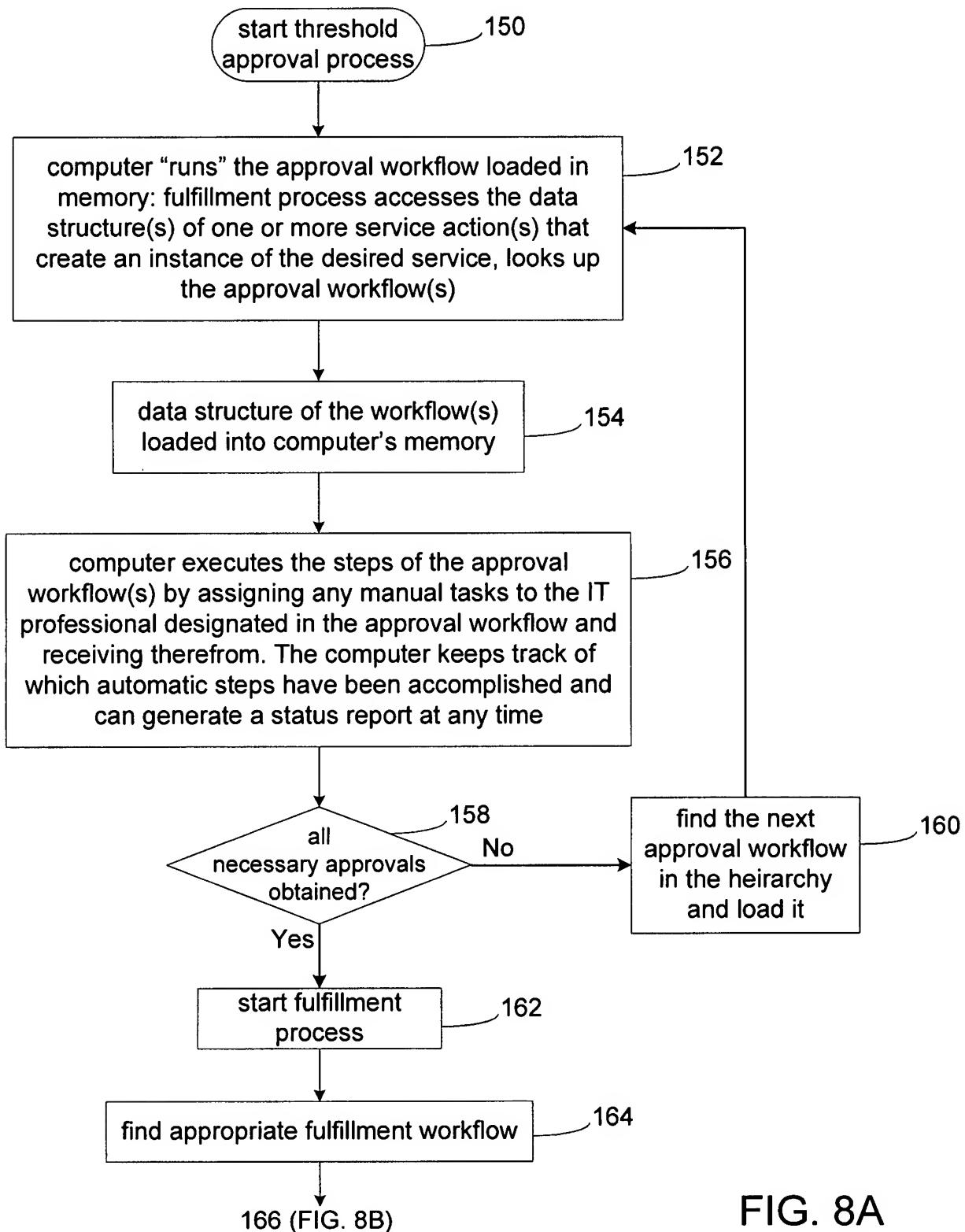


FIG. 8A

REPLACEMENT SHEET

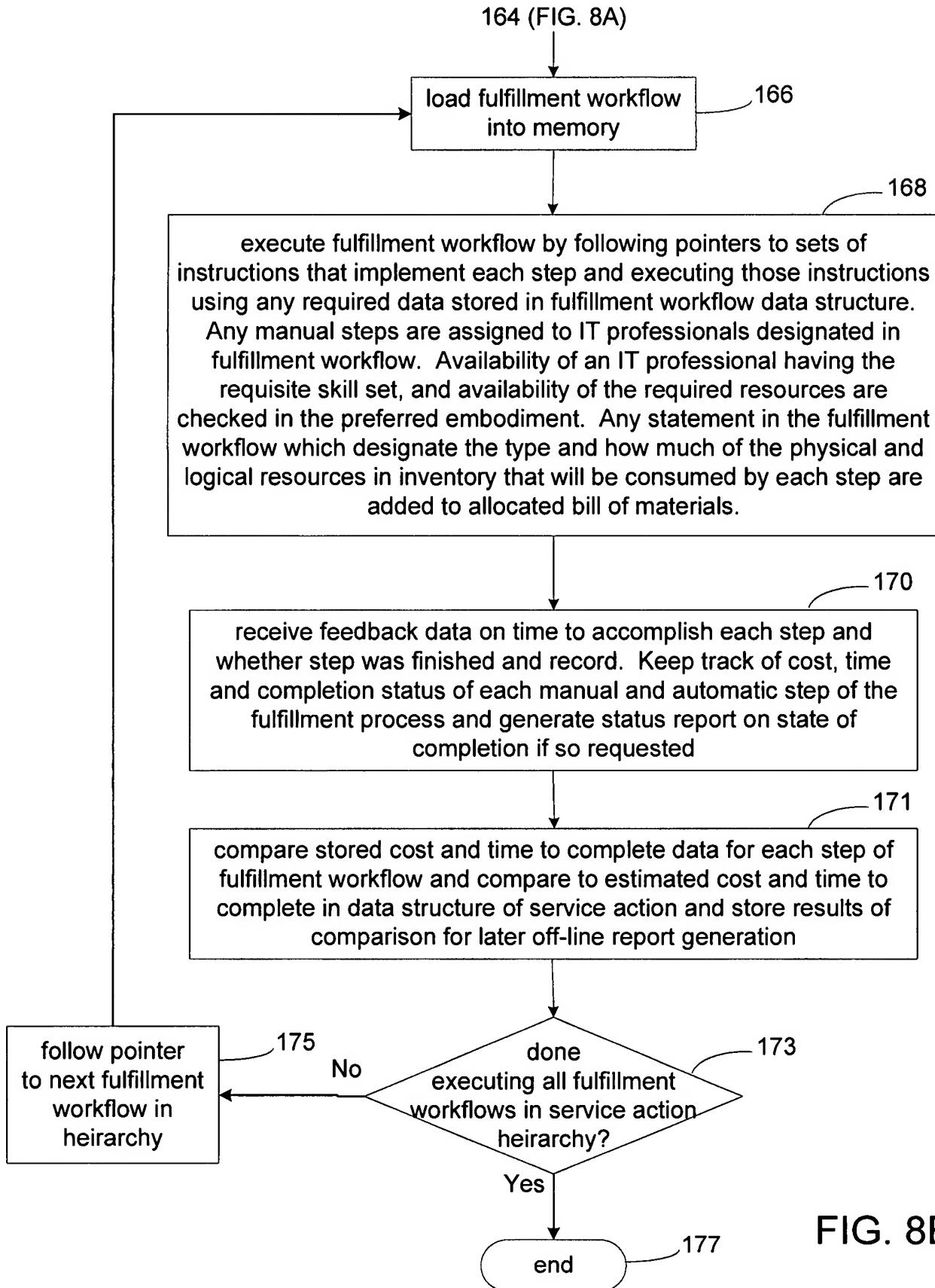


FIG. 8B